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October 12, 2022

The Honorable Chair and Members of the  
Hawaii Public Utilities Commission  
465 South King Street  
Kekuanaoa Building, Room 103  
Honolulu, Hawaii 96813  
Attention: Caroline C. Ishida, Esq.  
Rachel M. James, Esq.

RE: Docket No. 2020-0209 (Proceeding to Gather Data to Inform Commission  
Decision-Making Regarding Suspension of Utility Disconnections and  
Related Issues as a Result of the COVID-19 Pandemic): Kauai Island  
Utility Cooperative's Q3 2022 Quarterly Customer Report

Dear Commissioners and Commission Staff:

Enclosed on behalf of Kauai Island Utility Cooperative ("KIUC") is KIUC's Quarterly Customer Report covering the third quarter of 2022 ("Q3 2022 Quarterly Customer Report"), as required by Order No. 38227, issued on February 11, 2022, in the subject docket.<sup>1 2</sup>

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<sup>1</sup> Consistent with KIUC's letter filed on January 29, 2021 in the subject docket, KIUC has been filing its monthly and quarterly reports in Docket No. 2020-0088. However, pursuant to Order No. 38605 Granting KIUC's Request to Discontinue Deferred Accounting Treatment Associated With the COVID-19 Pandemic, and Closing the Docket ("Order No. 38605"), which was issued on September 13, 2022 in Docket No. 2020-0088, the Commission among other things closed Docket No. 2020-0088. As a result, KIUC will submit this and future Quarterly Customer Reports in the subject docket unless informed otherwise by the Commission.

<sup>2</sup> KIUC has also been filing a financial condition quarterly report in Docket No. 2020-0088, with the most recent report submitted by letter filed on August 1, 2022 in said Docket No. 2020-0088. In Order No. 38605, the Commission ordered that the financial condition quarterly report shall be filed in the subject docket going forward. As a result, KIUC plans to file its next financial quarterly report covering the third quarter of 2022 in the subject docket, on or before November 1, 2022.

The Honorable Chair and Members of the  
Hawaii Public Utilities Commission  
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Thank you for your consideration in this matter. Should you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

/s/ Lianna L. Figueroa

KENT D. MORIHARA  
JAMIE C. YOSHIKANE  
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Attorneys for Kauai Island Utility  
Cooperative

Enclosure

c: Division of Consumer Advocacy

Order No. 38227  
Docket No. 2020-0209  
Quarterly Customer Report  
Name of Utility: Kauai Island Utility Cooperative  
Date: October 12, 2022

No.	Data Point	Data		
1	Applicable Period for this report	July 1, 2022 - September 30, 2022		
2	Total number of Utility Customers, by applicable customer classes	<b>Residential:</b>	<b>Commercial:</b>	<b>Total:</b>
		29,973	8,888	38,861
3	Total number of customers that are eligible for disconnection due to nonpayment of bills, but have not been disconnected due to enrollment in a payment plan arrangement	A total of 28 customers are eligible for disconnection due to nonpayment of bills, but have not been disconnected due to enrollment in a payment plan arrangement.		
4	Total number of customers disconnected due to nonpayment of bills during this period	A total of 21 customers have been disconnected due to nonpayment of bills during this period.		
5	Total number of customers disconnected due to nonpayment of bills during the same period in 2017, 2018, and 2019, if available	<b>2017 3rd Qtr</b>	<b>2018 3rd Qtr</b>	<b>2019 3rd Qtr</b>
		39	60	49
6	Number of customers in arrears by vintage (31-60 days, 61-90 days, 91-120 days, 121+ days) <sup>1</sup> by applicable customer classes	<b>Past Due:</b>	<b>Residential:</b>	<b>Commercial:</b>
		31-60 Days	1,536	273
		61-90 Days	270	47
		91+ Days	103	18
		<b>Total</b>	<b>1,909</b>	<b>338</b>
7	Number of unique customer accounts that have arrearages at least 31 days past due	There are 1,809 unique customer accounts that are at least 31 days past due.		
8	Total dollar value of unpaid balances by vintage (31-60 days, 61-90 days, 91-120 days, 121+ days) <sup>1</sup> , by applicable customer classes	<b>Past Due:</b>	<b>Residential:</b>	<b>Commercial:</b>
		31-60 Days	\$293,005	\$292,289
		61-90 Days	\$28,726	\$8,378
		91+ Days	\$16,481	\$30,611
		<b>Total</b>	<b>\$338,212</b>	<b>\$331,279</b>
9	Description of available payment plan arrangements for customers with past due balances	Payment plans continue to be available to all KIUC customers who desire help to pay off their outstanding balances over a period of their choice of up to 3-months. <sup>2</sup>		
10	Number of payment plan agreements Utility entered into with its customers:			
a.	Since the Utility's last report was filed with the Commission, and the average repayment term of those agreements;	In July - September of 2022, KIUC entered into 9 payment plans with its customers with an average repayment term of 3 months.		
b.	Total number of successfully completed payment plan agreements since the Utility's last report was filed with the Commission	In July - September of 2022, 101 payment plan agreements have been settled/completed.		

<sup>1</sup> KIUC's National Information Solutions Cooperative (NISC) Customer Care and Billing system does not currently provide reporting on past due balances beyond 90 days. Obtaining additional breakdown beyond 90 days in order to fulfill the 91-120 and 121+ fields in Data Points 6 and 8 above would require initiating a change request with NISC and paying for a custom report to be created.

<sup>2</sup> As noted on page 3 of the revised supplement to its quarterly report filed in Docket No. 2020-0088 on May 24, 2022, effective as of June 1, 2022, KIUC returned to its standard payment plan term length of up to 3-months for customers with past due balances who applied to enter into a new Payment Arrangement Plan (PAP). This change did not affect any customers with PAPs in place prior to June 1, 2022.

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